

INSTRUCTIONS TO DELL CLAIM FORM

Section 1 Dell Preferred Account.

Please provide the Dell Preferred Account (“DPA”) number if you used a DPA account to finance your purchase that is the subject of your claim. If you did not use a DPA (or have an account), you do not need to fill this out.

Section 2 Dell product or service.

Your claim must relate to a Dell product or service (such as extended warranty or service contract) that you purchased. For example, if you purchased a Dell laptop from Dell and you had to pay a local repair company to fix it because Dell failed to repair it while it was covered by warranty, you can file a claim.

Section 3 Date of purchase.

Please provide the date of purchase of the item that is the subject of your claim. Your purchase must have occurred on or after April 1, 2005 for your claim to be eligible.

Section 4 Purchase price.

Please provide the price of your original purchase.

Section 5 Basis of your claim.

In this section, you may check one or more of the items listed that apply to your particular circumstances.

Each item is self-explanatory. You may find that none of the items relate to your circumstances. **If your issue is not covered by any of the items listed in Section 5** please continue to complete all Sections of this claim form. **Be sure to explain the basis of your complaint in Section 11**. Please print or type clearly and tell WHAT happened, WHEN it happened and WHERE it happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint. **ALSO STATE WHAT YOU WOULD LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT.** An additional sheet is provided if necessary. We will attempt to mediate your complaint with Dell.

Section 6 Monetary amounts.

Each item in this list relates to one or more of the items in Section 5 that you have checked. Again, these are fairly self-explanatory. The amount(s) that you provide in this section will make up your claim. Provide your actual amounts if you have them. If you no longer have documentation that would help you verify your claimed amount(s), you may submit your best estimate. Any amount(s) you provide in this section must be money you paid out-of-pocket, either at the time of your original purchase, or subsequently, such as for unexpected fees, interest, or extended service coverage. **You must submit an amount in one or more of the blanks in this section in order for your claim to be considered for restitution.** We will review your claim form and the amounts you have provided and may contact you for further clarification.

Section 7 Refunds, credits and other recovery.

In this section, we ask that you check one of the two boxes. For example, if Dell replaced a faulty product for which you are claiming restitution, you would check the “Yes” box. Likewise, you may have gotten some other refund or credit from Dell to address your particular concern.

Section 8 Other legal action.

Please check the appropriate box. For example, if you are suing Dell in a District Justice (or “small claims court”) proceeding, you would check “Yes.” You should check “No” otherwise.

Section 9 Explanation of your “Yes” response to either Section 7 or 8.

Please provide a brief explanation of the circumstances and the monetary value of any refund or other recovery you have received in the past.

Section 10 Total amount of your claim.

Add any amount(s) you have provided in Section 6, subtract any amounts you have provided in Section 9. This is your claim amount.

Section 11 Brief explanation.

If necessary, please provide a brief explanation. Please print legibly. If we have questions regarding your claim, we will contact you.

Section 12 Personal information and declaration.

In order to get your restitution payment to you, we will need the information we are asking you to provide in this section. **You must sign the form.** By signing, you are declaring that the information you are providing is true and accurate.